

# Kaiser Foundation Health Plan



2002 Washington Consumer Assessment of Health Plans (CAHPS) survey. To request a copy of this report, please call 360-725-1622, or email a request to [mcanibj@dshs.wa.gov](mailto:mcanibj@dshs.wa.gov)

# Kaiser Foundation Health Plan

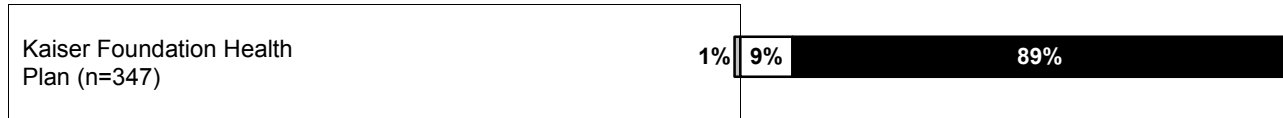
## CAHPS Questions

### Composite and Questions

## Getting Needed Care

This chart summarizes the responses to survey questions 7, 16, 30, and 31 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.

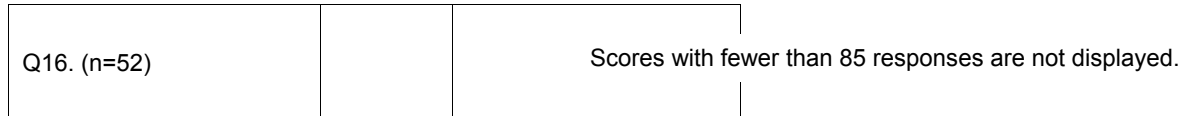
### Composite



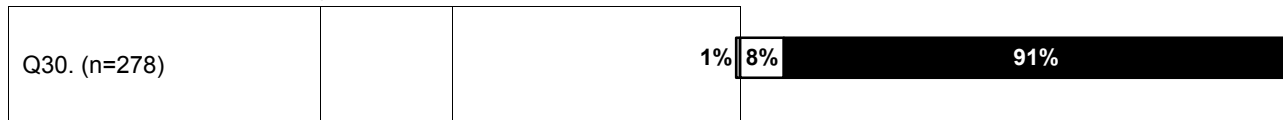
Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



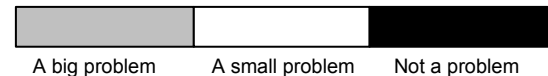
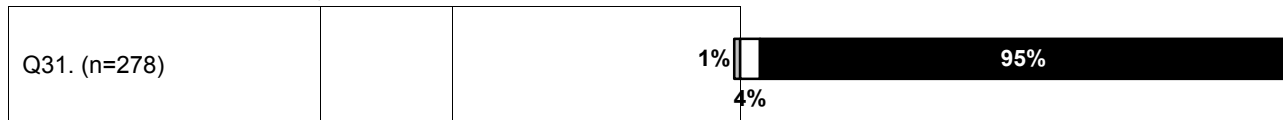
Q16. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



Q30. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



Q31. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



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# Kaiser Foundation Health Plan

## CAHPS Questions

### Composite and Questions

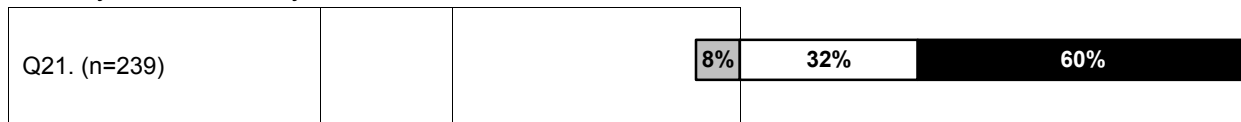
## Getting Care Quickly

This chart summarizes the responses to survey questions 21, 23, 26, and 32 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.

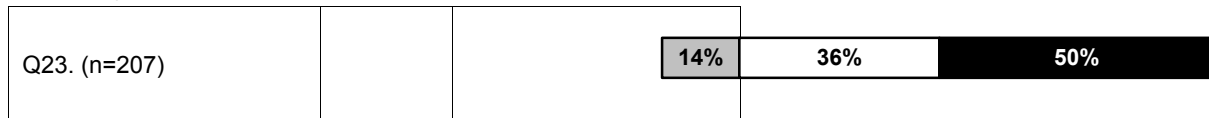
### Composite



Q21. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



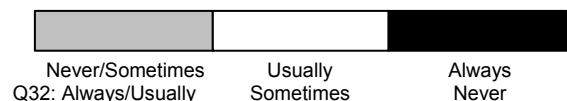
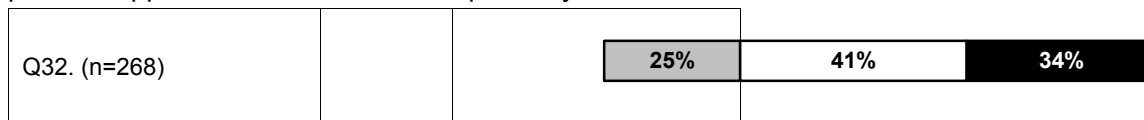
Q23. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



Q26. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



Q32. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



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## CAHPS Questions

### Composite and Questions

## How Well Doctors Communicate

This chart summarizes the responses to survey questions 35, 37, 38, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.

### Composite



Q35. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



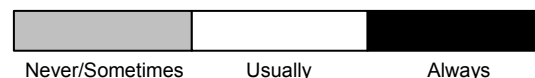
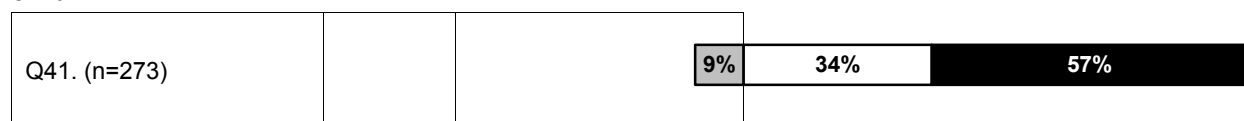
Q37. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



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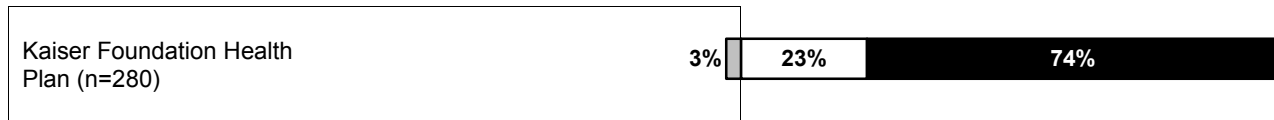
## CAHPS Questions

### Composite and Questions

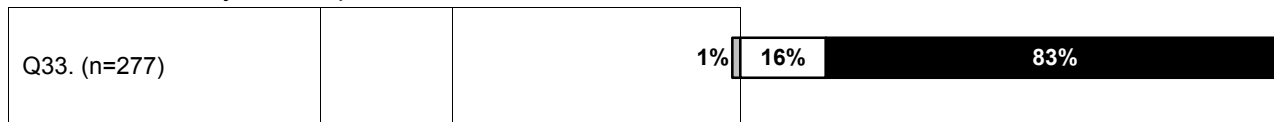
## Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 33 and 34 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.

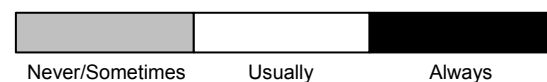
### Composite



Q33. “In the last 6 months, how often did office staff at your child’s doctor’s office or clinic treat you and your child with courtesy and respect?”



Q34. “In the last 6 months, how often were office staff at your child’s doctor’s office or clinic as helpful as you thought they should be?”



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## CAHPS Questions

### Composite and Questions

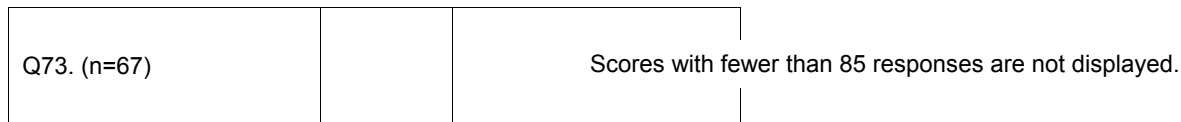
## Customer Service

This chart summarizes the responses to survey questions 73 and 75 contained in the composite, "Customer Service." Individual question-level responses immediately follow.

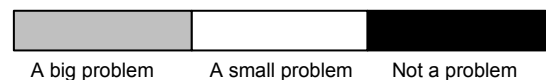
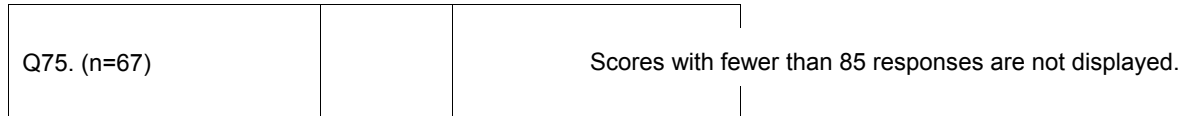
### Composite



Q73. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q75. "In the last 6 months, how much of a problem, if any, was it to get help you needed when you called your child's health plan's customer service?"



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## CAHPS Questions

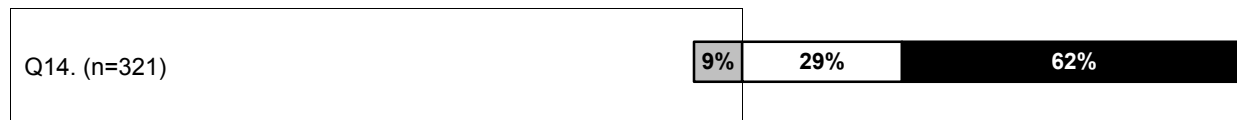
### Questions 14, 18, 51, and 81

## Rating of Personal Doctor, Specialist, Health Care, and Health Plan

This chart summarizes the responses to survey questions 14, 18, 51, and 81, which asks members to rate their personal doctor, specialist, health care, and health plan.

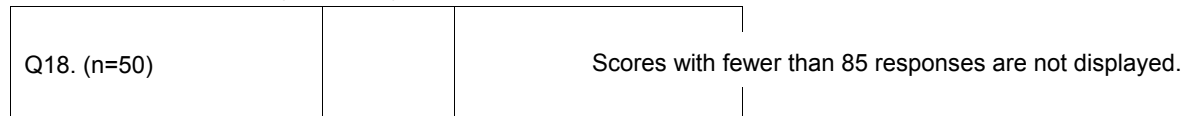
### Rating of Personal Doctor

Q14. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



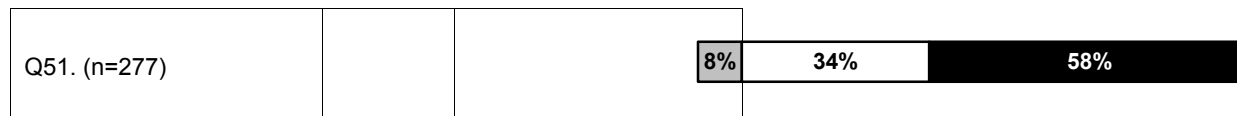
### Rating of Specialist

Q18. "Use any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your child's specialist?"



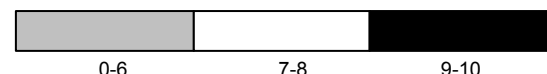
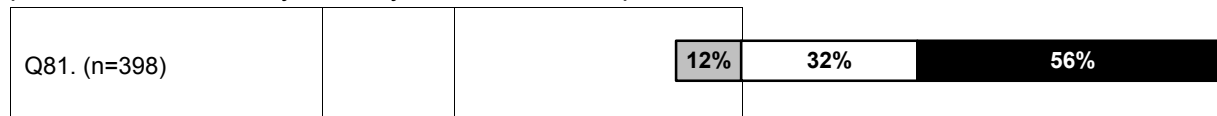
### Rating of Health Care

Q51. "Use any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?"



### Rating of Health Plan

Q81. "Use any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. How would you rate your child's health plan now?"



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